



## KIANI MUMTAZ HOSPITALITY LEADER

Accomplished Leader with distinguished Hospitality management Career  
Highly motivated professional, significant contributor to revenue/profit growth through aggressive improvement in quality, productivity, cost control, operational efficiency, and high-quality committed customer service looking for Challenging position in Hospitality World.

### Duties, Responsibilities and Experience

- Developing food and beverage strategy in order to provide innovative and exciting guest experiences that meet the business objectives.
- Preparing the Annual Business Plan, and Sales and Marketing Plans to ensure food and beverage is adequately represented.
- Initiating special promotions and activities that generate additional revenue and popular interest.
- Ensuring each outlet is accounted for separately as an individual profit center and is managed by a team who are accountable for their profitability.
- Being able to monitor the profitability of all food and beverage outlets in order to provide solutions to improve problem areas and assist in implementing corrective measures.
- Being able to set, in close conjunction with each Outlet Manager, annual operating budgets which will form part of the Business Plan.
- Participating public relations activities, sales calls or other promotional activities designed at enhancing the image and profitability of the Food and Beverage department and the Company.
- Being able to personally and frequently verify that guests in the outlets are receiving the best possible service available in order to make continuous improvement.

### Contacts

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### Skills

Leadership & planning

Training & developments

Organization skills

Effective Communication

Operational Procedure

Effective Decision-making

Conflict Resolution

Adoptability

Team Building

Safety Procedure

HACCP Certified

Time management

#### BRAND MANAGER (Jan 2022 till date)

**Bin Shabib Group Dubai UAE**

Joined

the Group to be responsible for 8- outlets with 2 different brand as well 2-more to be open within 3-months. Fully responsible of brand strategy, development, as well as effective marketing with strategic operational standard. With present team of 65 service as well as 56 production staff.

#### FOOD AND BEVERAGE MANAGER (January to December 2021)

**Bin Jumah Group Dubai/Ras Al Khaimah UAE**

start working for bin jumah group with 7- outlets which includes 2- large catering outlets in RAK as well as in Dubai. Responsible for day to day operations with menu planning, cost controlling, training and developments of team members, as well as implementing innovation ideas to improve the business.

#### FOOD & BEVERAGE MANAGER (September 2018 -May 2020)

**Mangrove Hotel Ras Al Khaimah UAE**

was involved of whole food and beverage outlets renovation plan for the year 2019 with new concept them, menu planning and designing, recruitment of the staff, training and development, for all 8- outlets with team of 35 service staff as well as 28 production staff.

<b><u>LANGUAGES</u></b>	<b>DIRECTOR OPERATIONS (Jun 2015 -September 2018)</b> <b>Bella International Tower Links Golf Club Ras Al Khaimah</b> Join Bella International which had main office at <b>tower links golf Club Ras Al Khaimah</b> . Managing Restaurant and Bar at Golf club as well as Catering Division in RAK. Identify and explore potential business opportunities in the local market and able to get additional 5-outlet as well as some yearly contract to boost the company's revenue in one year. responsible of smooth operation with effective target achievements with team of 45 service and 30 production for 9-outlets.
ENGLISH	
ARABIC	
URDU	
HINDI	
PUNJBI	
<b><u>TRAINING AND COURSES</u></b>	<b>MANAGING DIRECTOR (Jun 2012- August 2015)</b> <b>A. K. Hospitality Ras Al Khaimah UAE</b> Responsibilities was including to Plan and design a kind of project to making sure that will be one of his kind to provide such facilities to RAK community under one roof. A fine dining Restaurant, Coffee shop, Banquet Hall and Catering Services. fully responsible of implementing creative ideas to run day to day operation and achieve targets by planning, marketing, Promotions, Staff Training. with Team of 45.
Basic Restaurant service	
Guest courtesy	
Faire prevention	
Train the trainer	
Supervisory skills	<b>FOOD &amp; BEVERAGE MANAGER (September 2004- Jun 2012)</b> <b>Ras Al Khaimah Hotel Ras Al Khaimah UAE</b> Join RAK Hotel to take care of 5-F&B outlets which become 13 F&B outlets in 2years due to massive renovation as well as additional outlet. Improved service to high quality standard by adding modern technique, equipment and continue training to make RAK hotel talk of the town with team of 150-mambers in the department.
Customer com first	<b>Banquet Manager NAYYARA BANQUETING AND CONFARANCE CENTER</b> <b>Riyadh Kingdom of Saudi Arabia (October 2000- August 2004)</b> Saudi Arabia's Most exclusive banquet & conference center with capacity to 4000 75% of the business comes from the Saudi Royal family. fully responsible of planning, designing, communication with Guest, and implementing the actual event to achieve the high-quality arrangements as well as service targets with team of 110 members.
First Aid	<b>HEAD WAITER (March 1996 to September 2000)</b> <b>Muscat Intercontinental Hotel OMAN</b>
How to prepared Alcoholic drinks & service	<b>ASST-HEAD WAITER (JUN 1991-March 1996)</b> <b>Riyadh Intercontinental Hotel Kingdom of Saudi Arabia</b>
Up selling	<b><u>Education</u></b> <b>American Hotel &amp; Motel Association      Saudi British language institute</b> Food and beverage management      English language Course <b>Saudi</b> <b>British language institute      Punjab University Lahore Pakistan      English</b> language Course Graduation Level      Bachelor Degree <b>Rawalpindi</b> <b>Educational Board      Secondary School</b> Certificate
Development of business needs	<b><u>Other Achievements</u></b> Certificate for "Chain Des Rostisseurs" 1992/1993 Employee of the month award 1996 Muscat IHG Certificate for runner-up Waiter Race 1993 IHG Certificate for outstanding service from US Air force 2000 Certificate for Best department of the year 1992
Time management	
Modern F&B service technique	
Team building and commitment to excellence	
Understanding F&B finance	
HCCP	
	I hereby certify that information given above are true and best of my knowledge. Signature: <b>Kiani Mumtaz Shaheen</b>

